Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the

application:

Listing of Claims

1. (Currently Amended) A computerized-implemented method for determining customer

service impact, comprising:

(a)   receiving item orders having a requested completion date;

(b)   scheduling a scheduled completion date for each item order;

(c)   selecting at least one item order, each item order having a scheduled completion date;

(d)   comparing the scheduled completion date with the requested completion date for each

selected item order; and

(e)   deriving a customer service measurement for each selected item order based on the said

comparing step, the customer service measurement comprising a measurement of at least one of

time and money.

2.   (Currently Amended) The method of claim 1 wherein said deriving step (e) further

comprises:

(e)   deriving a customer service measurement for each item order based on ~~the~~ said

comparing ~~step~~, the customer service measurement comprising the time difference between the

requested completion date and a scheduled completion date.

3.   (Original) The method of claim 2 wherein the time difference is measured in one or more

of years, weeks, days, hours, minutes, and seconds.

4.   (Currently Amended) The method of claim 1 wherein ~~the step (e)~~ said deriving

comprises:

(e)   deriving a customer service measurement for each item order based on ~~the~~ said

comparing ~~step~~, the customer service measurement comprising the value of the item order.

5.   (Currently Amended) The method of claim 1 wherein ~~the step (e)~~ said deriving

comprises:

(e)   deriving a customer service measurement for each item order based on ~~the~~ said

comparing ~~step~~, the customer service measurement comprising the amount of time difference

between the requested completion date and a scheduled completion date multiplied by the value

of the item order.

6.   (Currently Amended) The method of claim 1 wherein ~~the step (e)~~ said deriving

comprises:

(e)   deriving a customer service measurement for each item order based on ~~the~~ said

comparing ~~step~~, the customer service measurement comprising the amount of time difference

between the requested completion date and a scheduled completion date multiplied by the value

of the item order and multiplied by a predetermined interest rate.

7.   (Currently Amended) The method of claim 1, further comprising ~~the step of~~:

(f)   determining an overall customer service measurement based on the customer service

measurement for each item order.

8.   (Currently Amended) The method of claim 7 further comprising ~~the step of~~:

(g)   reporting the overall customer service measurement as the overall customer service

measurement for that scheduling operation.

9.   (Currently Amended) The method of claim 7 further comprising ~~the step of~~:

(g)   displaying the customer service measurement on a calendar showing the total customer

service measurement for a predetermined time period.

10.   (Currently Amended) The method of claim 7, further comprising ~~the step of~~ repeating

said receiving, scheduling, selecting, comparing, deriving, and determining ~~steps (b) through (g)~~

for different schedules to determine the customer service impact of schedule changes.

11.   (Currently Amended) The method of claim 1, further comprising ~~the step of~~:

(f)   determining an customer service measurement for a first customer based on the customer

service measurement for each item order from the first customer.

12.   (Currently Amended) The method of claim 11 further comprising ~~the step of~~:

(g)   displaying the customer service measurement on a calendar showing the total customer

service measurement for a predetermined time period.

13.   (Currently Amended) The method of claim 11, further comprising ~~the step of~~ repeating

~~steps (b) through (f)~~ said receiving, scheduling, selecting, comparing and determining for

different schedules to determine the customer service impact of schedule changes.

14.   (Currently Amended) The method of claim 1 wherein ~~step (d) further~~ said comparing

comprises:

(i)   generating a demand array of item orders;

(ii)   generating a supply array of manufacturing inventory;

(iii)   selecting an item order in the demand array;

(iv)   matching manufacturing inventory in the supply array with the selected item order; and,

(v)   comparing the scheduled completion date of an item in the supply array with the

requested completion date for the matched item in the demand array.

15.   (Currently Amended) The method of claim 14 wherein ~~step (i)~~ said generating a demand

array comprises generating a demand array of unshipped customer line items.

16.   (Currently Amended) The method of claim 14 wherein ~~step (ii)~~ said generating a supply

array comprises generating a supply array of at least one of inventory work orders and

manufactured inventory.

17.   (Currently Amended) The method of claim 1, further comprising ~~the steps of~~:

(f)   identifying a subset of work orders having a customer service measurement greater than a predetermined threshold;

(g)   performing at least one of a utilization, contention, and material constraint inquiry on the subset of work orders.

18.   (Currently Amended) The method of claim ~~32~~17, further comprising ~~the step of~~:

(h)   identifying as a potential bottleneck a material or resource having the greatest result in the at least one of a utilization, contention, and material constraint inquiry.

19.   (Currently Amended) A system for determining customer service impact, comprising:

(a)   a receiver for receiving item orders having a requested completion date;

(b)   a scheduler for scheduling a scheduled completion date for each item order;

(c)   a selector for selecting at least one item order, each item order having a scheduled completion date;

(d)   a ~~comparitor~~ comparator for comparing the scheduled completion date with the requested completion date for the selected item orders; and

(e)   a measurement subsystem for deriving a customer service measurement, the customer service measurement comprising at least one of time and money, for each selected item order based on the comparison.

20.   (Original) The system of claim 19 wherein the customer service measurement comprises the time difference between the requested completion date and a scheduled completion date.

21.   (Original) The system of claim 20 wherein the time difference is measured in one or more of years, weeks, days, hours, minutes, and seconds.

22.   (Original) The system of claim 19 wherein the customer service measurement comprises the value of the item order.

23.   (Original) The system of claim 19 wherein the customer service measurement comprises the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order.

24.   (Original) The system of claim 19 wherein the customer service measurement comprises the amount of time difference between the requested completion date and a scheduled completion date, multiplied by the value of the item order and multiplied by a predetermined interest rate.

25.   (Original) The system of claim 19, further comprising a summer for determining an overall customer service measurement based on the customer service measurement for each item order.

26.   (Original) The system of claim 19 further comprising a display for reporting the overall customer service measurement as the overall customer service measurement for that scheduling operation.

27.   (Original) The system of claim 19 further comprising a display for displaying the

customer service measurement on a calendar showing the total customer service measurement

for a predetermined time period.

28.   (Original) The system of claim 19 further comprising a display for displaying the

customer service measurement of different schedules to determine the customer service impact

of schedule changes.

29.   (Original) The system of claim 19, further comprising a display for displaying a

customer service measurement for a first customer based on the customer service measurement

for each item order from the first customer.

30.   (Original) The system of claim 19 further comprising a display for displaying the

customer service measurement on a calendar showing the total customer service measurement

for a predetermined time period.

31.   (Currently Amended) The system of claim 19 wherein the ~~comparitor~~ comparator further

comprises:

(i)   a first generator for generating a demand array of item orders;

(ii)   a second generator generating a supply array of manufacturing inventory;

(iii)   a selector for selecting an item order in the demand array;

(iv)   a matching subsystem for matching manufacturing inventory in the supply array with the

selected item order;

(v)   a ~~comparitor~~ comparator for comparing the scheduled completion date of an item in the

supply array with the requested completion date for the matched item in the demand array.

32.   (Original) The system of claim 31 wherein the first generator generates a demand array

of unshipped customer line items.

33.   (Original) The system of claim 31 wherein the second generator generates a supply array

of at least one of inventory work orders and manufactured inventory.